#### IN THE UNITED STATES DISTRICT COURT FOR THE NORTHERN DISTRICT OF OHIO EASTERN DIVISION

UNITED STATES OF AMERICA,	)	CASE NO.:
Plaintiff,	)	JUDGE
v.	)	
CONSUMER PROTECTION ASSOCIATION c/o Glenn Hendrix, Statutory	)	COMPLAINT
Agent	)	
Defendant.	)	
	)	

JUSTIN E. HERDMAN, United States Attorney for the Northern District of Ohio, on behalf of the United States of America and the Social Security Administration (the "Plaintiff"), for his Complaint against the Consumer Protection Association (the "Defendant"), says that:

- 1. This is a civil action brought on behalf of the Plaintiff and this Court has jurisdiction under the provisions of 28 U.S.C. § 1345.
- 2. The Defendant resides within the jurisdiction of this Court.
- 3. Social Security benefits are payments made to qualified retirees and disabled people.
- 4. 42 U.S. Code § 1007 provides for the use of Representative Payees and Representative Payee Organizations by the Social Security Administration for the administration of Social Security beneficiary funds (the "Representative Payee Program").

- 5. The statute provides that the Social Security Administration may pay a beneficiary's benefit to a Representative Payee or Representative Payee Organization if the Commissioner of Social Security determines that the interest of that beneficiary would be served thereby.
- 6. As part of the Representative Payee Program, and as relevant here, the Social Security Administration pays the monthly benefits owed a particular Social Security beneficiary to a Representative Payee Organization, which is then required to use those benefits for the use and benefit of the Social Security beneficiary.
- 7. If a representative payee organization receives payment under the Representative Payee Program for the use and benefit of a beneficiary, and converts such payment, or any part thereof, to a use other than for the use and benefit of such beneficiary, the Commissioner of Social Security shall determine that misuse has occurred.
- 8. If the Commissioner of Social Security determines that a representative payee organization has misused any benefit paid to it, the Commissioner shall revoke the organization's designation as a representative payee.
- 9. The Defendant, Consumer Protection Association, is an Ohio Corporation that has participated in the Representative Payee Program since January 1995, serving as a representative payee organization for hundreds of individual beneficiaries.
- 10. In September 2015, the Social Security Administration determined that the Defendant had misused funds paid to it as a representative payee organization, and revoke its designation as a representative payee.

- 11. As a result of Defendant's misuse of funds, the Social Security Administration reimbursed the affected beneficiaries in the total amount of \$2,791,478.58, pursuant to 42 U.S.C. § 1070(i)(A).
- 12. While serving as a representative payee organization, the Defendant maintained accounts in various local banks which included Key Bank, Huntington Bank and US Bank in order to administer the Social Security funds it received as a representative payee organization.
- 13. The above banks may still have Social Security beneficiary funds on deposit which should be returned to the Social Security Administration as the Social Security Administration has already refunded these amounts to the affected beneficiaries.
- 14. Any monies being held by the Defendant or the above-referenced banks on behalf of Defendant are owed to the Social Security Administration.
- 15. On August 21, 2015, due demand was made for payment. Attached hereto as Exhibit A is a copy of the notice that was mailed to the Defendant.
- 16. The Social Security Administration has determined that the Defendant has misused a total of \$2,791,478.58 in Social Security beneficiary funds. Attached hereto as Exhibit B is a Certificate of Indebtedness from the Social Security Administration evidencing the debt.

WHEREFORE, Plaintiff demands judgment against Defendant in the amount of \$2,791,478.58 and interest at the legal rate in effect on the date of judgment until paid in full and additionally, requests an order directing any of the above-referenced banks to pay any monies on deposit in Defendant's accounts to be paid to the United States Social Security Administration; for costs of suit, and such other relief as this court may deem just.

Respectfully submitted,

JUSTIN E. HERDMAN United States Attorney

By: /s/ Alex Rokakis

Alex Rokakis (OH: 0029078)
Assistant United States Attorney
United States Court House
801 West Superior Avenue, Suite 400
Cleveland, OH 44113
(216) 622-3673

(216) 522-4542 (facsimile) Alex.Rokakis@usdoj.gov

# UNITED STATES DISTRICT COURT

	for the
	District of
Plaintiff(s) V.	) ) ) ) Civil Action No.
Defendant(s)	) ) ) ) ) ) )
SUMMONS I	IN A CIVIL ACTION
To: (Defendant's name and address)	
A lawsuit has been filed against you.	
are the United States or a United States agency, or an of P. 12 (a)(2) or (3) — you must serve on the plaintiff an a	n you (not counting the day you received it) — or 60 days if you ficer or employee of the United States described in Fed. R. Civ. answer to the attached complaint or a motion under Rule 12 of otion must be served on the plaintiff or plaintiff's attorney,
If you fail to respond, judgment by default will You also must file your answer or motion with the court	be entered against you for the relief demanded in the complaint.
	SANDY OPACICH, CLERK OF COURT
Date:	Signature of Clerk or Deputy Clerk

AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No.

#### PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (l))

	This summons for (nat	me of individual and title, if any			
was re	ceived by me on (date)				
	☐ I personally served	I the summons on the indiv	vidual at (place)		
	1		on (date)	; or	
	☐ I left the summons	at the individual's residen	nce or usual place of abode with (name)		
		, 8	a person of suitable age and discretion who resi	ides the	re,
	on (date)	, and mailed a co	opy to the individual's last known address; or		
	☐ I served the summe	ons on (name of individual)			, who is
	designated by law to	accept service of process of	on behalf of (name of organization)		_
			on (date)	; or	
	☐ I returned the sum	mons unexecuted because			; or
	☐ Other (specify):				
	My fees are \$	for travel and \$	for services, for a total of \$		
	I declare under penalt	y of perjury that this infor	mation is true.		
Date:					
			Server's signature		
			Printed name and title		
			Server's address		

Additional information regarding attempted service, etc:

## Social Security Administration

Important Information

Social Security RM 793 AJC Federal Building 1240 E 9th St Cleveland, OH 44199-2001 Date: August 21, 2015

Consumer Protection Agency 3030 Euclid Ave Suite 105 Cleveland OH 44115-2525

We are writing to let you know that your organization can no longer continue to serve as representative payee for Social Security and Supplemental Security Income beneficiaries. In addition, your organization must stop charging and collecting fees for providing representative payee services to Social Security and Supplemental Security Income beneficiaries. This is effective for any payments you receive after August 31, 2015.

Based on our findings during the most recent site review held on August 18, 2015, we identified a pattern of noncompliance with Social Security policies by your organization. Specific deficiencies we uncovered involve:

- Poor financial record keeping
- Mismanagement of Social Security funds leading to numerous examples of beneficiary personal needs checks not being cleared for insufficient funds
- Numerous SSI overpayments caused by excess resources in client bank accounts
- Problems reporting events affecting payment eligibility to SSA
- Potential misuse of Social Security benefits by your organization

We previously attempted to work with your organization to correct many of the above issues during our prior reviews in 2007, 2010, and 2013. These issues have not been corrected to date. We determine it is not in the best interest of the beneficiaries you serve to continue using your organization as a representative payee. Our top priority at this time is to work on transitioning all beneficiaries to a new payment arrangement.

We ask you to return any additional Social Security beneficiary payments you may receive as representative payee after August 31, 2015 for any of the beneficiaries on the attached list.



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You will receive a separate notice regarding any conserved funds for all beneficiaries in which you acted as a representative payee.

#### How to Return Payments to SSA

Send us a check or money order for the full amount you owe us. Make the check or money order payable to the Social Security Administration and attach a copy of the enclosed list of affected beneficiaries along with the amount that is to be credited for each beneficiary. Be sure to return both the check and a copy of the list of individuals in the enclosed envelope.

#### If You Disagree With The Decision

If you disagree, you have 20 days from the date of this letter to request a review.

- The request must be in writing and should be sent to us at the above address.
- It should state that you disagree and believe that your organization should be allowed to continue to serve as representative payee.
- It should also give the reason(s) you disagree.
- Please include any additional information you feel is important.

Whether you object to our findings or not, you must stop collecting fees for representative payee services after the date shown above.

#### If You Have Questions

Please contact the Social Security office at Room 793, AJC Federal Building, Cleveland Ohio or call 1-877-319-5708 and ask to speak to a member of management.

Sincerely,

Richard E. Warsinskey District Manager

Enclosure: Beneficiary List



### CERTIFICATE OF INDEBTEDNESS

Consumer Protection Association 3030 Euclid Ave, Ste 105 Cleveland, OH 44115 EIN: 34-1025870

Consumer Protection Association C/O Glenn Hendrix, Registered Agent 3598 Antisdale Ave Cleveland Heights, OH 44118 EIN: 34-1025870

Total debt due United States as of April 1, 2017: \$2,791,478.58

I certify that the enclosed documents show that the debtor named above is indebted to the United States in the amount stated above.

The claim arose in connection with payments made by the Social Security Administration to Consumer Protection Association as part of a fee-for-service payee agreement. After review of internal records, the Social Security Administration determined Consumer Protection Association misused \$2,791,478.58 paid on behalf of 754 beneficiaries serviced by Consumer Protection Association. Social Security Administration alerted Consumer Protection Association of this discovery on April 4, 2017 via letter. To date, Consumer Protection Association Association has not responded, appealed, or otherwise tendered any payment.

Certification: Pursuant to 28 U.S.C. §1746, I certify under penalty of perjury that the foregoing is true and correct.

Date

Q/12/19

GOVERNMENT EXHIBIT

B - 1 page

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The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

purpose of initiating the civil d	ocket sheet. (SEE INSTRUC	CTIONS ON NEXT PAGE O	F THIS FO	PRM.)	ber 1974, is requ	ired for the use of	t the Clerk of Court for the	
I. (a) PLAINTIFFS United States of America				DEFENDAN Consumer Proto c/o Glenn Hend 3598 Antisdale	ection Assoc Irix, Statutory	Agent	4118	
(b) County of Residence of	f First Listed Plaintiff			County of Reside			Cuyahoga	
(EXCEPT IN U.S. PLAINTIFF CASES)				(IN U.S. PLAINTIFF CASES ONLY)  NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.				
(c) Attorneys (Firm Name, Alex Rokakis, Asst. U.S. 801 W. Superior Avenue, Cleveland, OH 44113 Te	Attorney Suite 400	er)		Attorneys (If Kno	wn)			
II. BASIS OF JURISDI	CTION (Place an "X" in C	One Box Only)	III. CI	TIZENSHIP OF	F PRINCIPA	AL PARTIES	(Place an "X" in One Box for Place	
■ 1 U.S. Government Plaintiff	☐ 3 Federal Question (U.S. Government	Not a Party)	1	For Diversity Cases On on of This State		Incorporated or Proof Business In T	and One Box for Defendant)  PTF DE  Principal Place	
☐ 2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizensh	nip of Parties in Item III)	Citize	en of Another State	<b>□</b> 2	Incorporated and of Business In		
				n or Subject of a reign Country	<b>3 3</b>	Foreign Nation		
IV. NATURE OF SUIT		nly) ORTS	I FO	DEELT UDE DENIAL T	W   DAX	Was income		
□ 110 Insurance □ 120 Marine □ 130 Miller Act □ 140 Negotiable Instrument □ 150 Recovery of Overpayment & Enforcement of Judgment □ 151 Medicare Act □ 152 Recovery of Defaulted Student Loans (Excludes Veterans) □ 153 Recovery of Overpayment of Veteran's Benefits □ 160 Stockholders' Suits □ 190 Other Contract □ 195 Contract Product Liability □ 196 Franchise   REAL PROPERTY □ 210 Land Condemnation □ 220 Foreclosure □ 230 Rent Lease & Ejectment □ 240 Torts to Land □ 245 Tort Product Liability □ 290 All Other Real Property	PERSONAL INJURY  □ 310 Airplane □ 315 Airplane Product Liability □ 320 Assault, Libel &	PERSONAL INJUR:  365 Personal Injury - Product Liability  367 Health Care/ Pharmaceutical Personal Injury Product Liability  368 Asbestos Personal Injury Product Liability  PERSONAL PROPER  370 Other Fraud  371 Truth in Lending  380 Other Personal Property Damage  385 Property Damage  385 Property Damage  385 Property Damage  386 Alien Detainee  510 Motions to Vacate Sentence  530 General  535 Death Penalty  Other:  540 Mandamus & Othe  550 Civil Rights  555 Prison Condition  560 Civil Detainee - Conditions of Confinement	TY	CABOR  Drug Related Seizure of Property 21 USC 8: 0 Other  LABOR  Fair Labor Standards Act  Labor/Management Relations  Railway Labor Act  Family and Medical Leave Act  Other Labor Litigation  Employee Retirement Income Security Act  IMMIGRATION  Naturalization Application Other Immigration  Other Immigration Actions	422 Appe   423 With 28 U   PROPE    820 Copy   830 Pater   840 Trad   861 HIA   862 Blaci   863 DIW   864 SSID   865 RSI (   FEDER/   870 Taxe   0 T D   871 IRS— 26 U	RTY RIGHTS rrights at emark  SECURITY (1395ff) k Lung (923) C/DIWW (405(g)) Title XVI 405(g))  AL TAX SUITS s (U.S. Plaintiff efendant)	OTHER STATUTES  □ 375 False Claims Act □ 400 State Reapportionment □ 410 Antitrust □ 430 Banks and Banking □ 450 Commerce □ 460 Deportation □ 470 Racketeer Influenced ar	
	Cite the U.S. Civil Start 42 U.S.C. Section Brief description of ca	Appellate Court atute under which you are n 1070 (i) (A)		ened And (spec o not cite jurisdictional	statutes unless di	☐ 6 Multidistr Litigation		
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS UNDER RULE 2.	IS A CLASS ACTION 3, F.R.Cv.P.		CMAND \$ 2,791,478.58		HECK YES only URY DEMAND:	if demanded in complaint:	
VIII. RELATED CASE IF ANY	(See instructions):	JUDGE			DOCKE	T NUMBER		
DATE 1017	9	SIGNATURE OF ATT Alex Rokakis, A				I Per		
FOR OFFICE USE ONLY	OLINT	ADDI VING IED		IIIDGE		/ / MAC HII	DCE	

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# UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF OHIO

I.	Civil Categories: (Please check one category only).						
	<ol> <li>✓ General Civil</li> <li>Administrative Review/Social Security</li> </ol>						
	3. Habeas Corpus Death Penalty						
	*If under Title 28, §2255, name the SENTENCING JUDGE:						
	CASE NUMBER:						
II.	RELATED OR REFILED CASES. See LR 3.1 which provides in pertinent part: "If an action is filed or removed to this Court and assigned to a District Judge after which it is discontinued, dismissed or remanded to a State court, and subsequently refiled, it shall be assigned to the same Judge who received the initial case assignment without regardfor the place of holding court in which the case was refiled. Counsel or a party without counsel shall be responsible for bringing such cases to the attention of the Court by responding to the questions included on the Civil Cover Sheet."						
	This action is RELATED to another PENDING civil case. This action is REFILED pursuant to LR 3.1.						
If appl	cable, please indicate on page 1 in section VIII, the name of the Judge and case number.						
III.	In accordance with Local Civil Rule 3.8, actions involving counties in the Eastern Division shall be filed at any of the divisional offices therein. Actions involving counties in the Western Division shall be filed at the Toledo office. For the purpose of determining the proper division, and for statistical reasons, the following information is requested.						
	ANSWER ONE PARAGRAPH ONLY. ANSWER PARAGRAPHS 1 THRU 3 IN ORDER. UPON FINDING WHICH PARAGRAPH APPLIES TO YOUR CASE, ANSWER IT AND STOP.  (1) Resident defendant. If the defendant resides in a county within this district, please set forth the name of sucl county  COUNTY: CUYAHOGA						
	<u>Corporation</u> For the purpose of answering the above, a corporation is deemed to be a resident of that county in wh it has its principal place of business in that district.						
	(2) <u>Non-Resident defendant</u> . If no defendant is a resident of a county in this district, please set forth the cour wherein the cause of action arose or the event complained of occurred. <u>COUNTY:</u>						
	Other Cases. If no defendant is a resident of this district, or if the defendant is a corporation not having a principle place of business within the district, and the cause of action arose or the event complained of occurred outside this district, please set forth the county of the plaintiff's residence.  COUNTY:						
V.	The Counties in the Northern District of Ohio are divided into divisions as shown below. After the county is determined in Section III, please check the appropriate division.						
	EASTERN DIVISION						
	AKRON (Counties: Carroll, Holmes, Portage, Stark, Summit, Tuscarawas and Wayne)  CLEVELAND (Counties: Ashland, Ashtabula, Crawford, Cuyahoga, Geauga, Lake,						
	Lorain, Medina and Richland) YOUNGSTOWN (Counties: Columbiana, Mahoning and Trumbull)						
	WESTERN DIVISION						
	TOLEDO (Counties: Allen, Auglaize, Defiance, Erie, Fulton, Hancock, Hardin, Henry, Huron, Lucas, Marion, Mercer, Ottawa, Paulding, Putnam, Sandusky, Seneca						

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#### INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- **I.(a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".

Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X"

- in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

  United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here.

  United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

  Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.
  - Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; **NOTE: federal question actions take precedence over diversity cases.)**
- **III. Residence (citizenship) of Principal Parties.** This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerk(s) in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin. Place an "X" in one of the six boxes.

II.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date. Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box is checked, do not check (5) above.

- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P. Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction. Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.